

**PROCEEDINGS OF THE BROWN COUNTY
EDUCATION & RECREATION COMMITTEE**

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the **Brown County Education & Recreation Committee** was held on Thursday, October 4, 2012 in Room 212-213, Neville Public Museum, 201 Museum Place, Green Bay, Wisconsin.

Present: Supervisors Patrick Wetzel, Erik Hoyer, John Van Dyck, Patrick Williams
Excused: Supervisor John Vander Leest
Also Present: Supervisor Lund, Scott Anthes, Lynn Stainbrook, Dr. Watermolen, Lori Denault, Neil Anderson, Doug Hartman, Rolf Johnson.

I. Call to Order:

The meeting was called to order by Chairman Wetzel at 5:35 p.m.

II. Approve/Modify Agenda:

**Motion made by Supervisor Van Dyck, seconded by Supervisor Hoyer to approve the agenda.
Vote taken. MOTION UNANIMOUSLY APPROVED**

III. Approve/modify Minutes of August 2, 2012, September 6, 2012 and September 17, 2012.

**Motion made by Supervisor Hoyer, seconded by Supervisor Williams to approve the minutes.
Vote taken. MOTION UNANIMOUSLY APPROVED**

1. Review Minutes of:

a. Library Board (August 23, 2012).

Motion made by Supervisor Williams, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

b. Nicolet Federated Library System Personnel Committee Meeting (October 11, 2011).

Motion made by Supervisor Van Dyck, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

Communications

2. Communication from Supervisor Lund re: To examine the parking at the Brown County Boat Ramp on the Suamico River to explore options for additional parking. *Held for 60 days so staff and Supervisor Lund could discuss options.*

Supervisor Lund informed that he attended a meeting in Suamico and it appears that a more dire need than parking is the dredging of the Suamico River because without the dredging the boat launch will be in jeopardy. They are looking to develop some fiscal streams to pay for the dredging to keep the boat landing operational. Lund stated the discussion regarding parking does not need to take place if the dredging does not take place.

Wetzel recalled from a prior meeting that there was potentially some federal money that was supposed to be designated for these types of problems but this was not being done. Lund confirmed this and said that the federal money is typically going to dredge larger, commercial

ports. Recreationally this port on the Suamico River is very important and Lund stated that the dollars boaters spend in Brown County need to be kept and used here.

Supervisor Hoyer questioned what the cost of the dredging would be and Assistant Park Director Doug Hartman informed that the Army Corp. has done soundings to see what the depths of the channel are. The engineer from the Village of Suamico will look at this and determine volumes and put together an estimate. Hartman noted that the disposal fee is about \$25 per ton. He did not feel that they could do a portion of the amount previously done depth-wise and lengthwise in the area that is most filled. Hoyer asked if dredging deeper would be a good idea and Hartman did acknowledge that deeper dredging would obviously last longer, but it depended on natural sediment and other factors. Lund also stated that instead of dredging there may be an option to pump it out.

Golf Course Superintendent Scott Anthes stated that in speaking with the Oneida Tribe in connection with a project at the golf course, they were talking about fish getting up into Duck Creek and they are hoping to see more sturgeons. Anthes mentioned if they were concerned about the sediment stopping fish from getting up stream that the Tribe may be willing to talk about options.

Hartman felt this was a good discussion and a good start in bringing the interested parties together. Lund suggested this communication be held for staff to get more information and that the communication be switched from parking project to dredging project.

Motion made by Supervisor Hoyer, seconded by Supervisor Williams to hold for 90 days to allow staff to gather additional information. Vote taken. MOTION UNANIMOUSLY APPROVED

3. **Communication from Supervisor Wetzel re: Review Brown County Golf Course obligation to the General Fund, with possible action. *Referred from September County Board.***

Wetzel stated historically the Board had transferred money from the golf course to the general fund in the budget process. He believed in the last ten years this amounted to at least \$2M. Wetzel's understanding was that no more money was coming from the golf course to the general fund, but now it looks like that is not the case. Over the years the County Board had set aside money a year in advance and if the golf course did not make enough money to meet the obligation there was a deficit that built up. Over the years this deficit has accumulated to about \$270,000+ dollars that the golf course owes to the general fund. In reality, although the budget said there would be zero dollars moving from the golf course to the general fund, Wetzel believes the intent is that whatever is over and above golf course expenses will be moved from the golf course to the general fund to be applied to the deficit. Wetzel continued that administration said they would be willing to come to the December Ed and Rec meeting to take a look at how things are going as the final numbers for the year are not complete at this time. Wetzel would like to see money put into the course if upgrades are needed instead of sitting in the general fund.

Anthes stated this is shown on the golf course's fund statement. Wetzel stated that the budget did not specify a certain dollar amount that will be transferred to the general fund to be applied to the deficit and Anthes agreed. Lund stated it was budget neutral because it is neither money that will offset taxes nor is it considered revenue because it will simply go into the general fund. The funds that would come back from the golf course to the general fund are good for the bond rating, but will not affect tax revenue. Wetzel understood and stated that he is agreeable to

holding this communication for further discussion until the budget is completed. Both Wetzel and Lund felt a strategic plan should be formulated for the golf course. Supervisor Van Dyck would like to see this deficit traced back to find out at what point the funds were taken from the golf course and in what manner.

Motion made by Supervisor Van Dyck, seconded by Supervisor Hoyer to hold until the December Ed & Rec Meeting. Vote taken. MOTION UNANIMOUSLY APPROVED

4. **Communication from Supervisor Hopp re: Request the Library Board review their policy regarding the holding of "R" rated videos within their collection; and justify that policy before the Education and Recreation Committee. *Referred from September County Board.***

Wetzel informed that he had spoken with Supervisor Hopp and he was unable to attend the meeting and asked that this communication be held.

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to hold. Vote taken. MOTION UNANIMOUSLY APPROVED

5. **Communication from Supervisor Van Dyck re: Request that the Parks Department Staff develop a program to allow for the harvesting of dead trees along the Fox River Trail by private citizens. *Referred from September County Board.***

Van Dyck stated that if you go down certain sections of the Fox River Trail, there are a number of dead elm trees and his request is to put into place some sort of program that would allow private citizens to take these trees out of certain sections. This would have to be coordinated for specific times to alleviate the trail being closed for too long and they would also be responsible for removing all logs and repair of any damage to the trail. Van Dyck would rather see something like this than to have these trees fall and rot along the trail. He understood there would be concern for liability but he felt that some type of workable plan could be made.

Lund was also concerned with liability and wondered if a professional company could come in and make firewood to alleviate any problems with amateurs cutting down trees. He felt a better solution may be to have a qualified logging company come in to harvest the wood.

Van Dyck stated that another suggestion would be to have the County go in and drop the trees and then allow citizens to cut them up and remove them. He noted that these trees are quite a ways off the trail so they should not impact much. Hoyer asked if electrical wires would be a concern and Van Dyck answered that this should not be an issue.

Hartman reported that he had done some preliminary research and had an interesting discussion with Risk Manager Barb West who also had some ideas. He stated that he saw advantages to this as well as disadvantages and said that the County would not want to have volunteers doing this as that would lead to some liability concerns. A permit system that would hold the County harmless may be the best way to go. With a permit system, you could write out the liability for not only personal injuries, but also for property damage. It would also have to be determined if there would be value in getting the trees to the ground. Hartman also said there are a lot of benefits to dead trees as long as they are not a hazard and this would have to be considered as well.

Motion made by Supervisor Van Dyck, seconded by Supervisor Hoyer to refer to staff and bring back in December. Vote taken. MOTION UNANIMOUSLY APPROVED

Golf Course

6. Budget Status Financial Report for August, 2012.

Motion made by Supervisor Williams, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

7. Golf Course Financial Statistics as of September 16, 2012.

Motion made by Supervisor Hoyer, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

8. Superintendent's Report.

Anthes provided an update on the Trout Creek project and stated that as he had reported previously, this project was supposed to get underway on October 8 but this has now been moved back to October 22. One phase of this project involves moving the old pump house that has the power for the well and Anthes was concerned with the dry weather and not being able to use the well. He also stated that this project is now scheduled to take about a week instead of the three days as originally planned. Anthes noted that the course will not close during this project and they will re-route cart and walking traffic to another bridge.

Anthes continued that fall airification had now been completed and the greens had been done two weeks ago. The fairways take the longest due to size and they are able to do about three greens per day. They have also started widening some of the fairways and are done with numbers 1, 2, 6, 10, 11, 14 and 16.

Some of the other projects Anthes hopes can be completed by the end of the year are continued work on the bunkers as well as root trimming on the trees. The last large project they have to do is the irrigation blow out which is done annually and takes about a day. They use a compressor hooked up to the pump house and shoot pressurized air through the system to push all the water out. He also stated that due to the dry weather the leaves are falling much faster this year and they are staying busy blowing them off the course.

Upcoming events include a three person scramble on October 6 and the Brown County Cup on October 14.

Motion made by Supervisor Van Dyck, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

Library

9. Budget Status Financial Report for August, 2012.

Motion made by Supervisor Hoyer, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

10. **Director's Report.**

Library Director Lynn Stainbrook stated that she would be happy to answer any questions with regard to her Director's Report contained in the agenda packet. She also reported that the library reimbursement issue has been in the news and stated that if anyone had questions, she would be happy to answer those as well.

Stainbrook provided the Committee with a handout of policies and job descriptions that were developed by the library work group committee, a copy of which is attached. The handout represents what was approved at the last Library Board meeting. She noted that there were other policies and guidelines that were presented to the Library Board that the Board did not pass.

Stainbrook also reported that they had recently done fire extinguisher and AED training at the library. She also informed that all library employees will be attending the annual All Staff In-service Workshop at the Central Library. This is done annually and all of the staff from nine buildings and the Book Mobile come together for training which is sponsored and paid for by the Nicolet Federated Library System.

Stainbrook continued that the automated check-in is working very well at the Central Library and Southwest Branch. They are also planning for installation of the self-checkout machines at the Central Library but noted that there are still a lot of items that have to have the RFID tag inserted. This is a grant funded project and the grant funds need to be used by the end of the year so they are pushing to get this done as soon as possible. Stainbrook also noted that painting of the interior at the Kress Branch has been completed.

Stainbrook also reported that Library Facilities Manager Curt Beyler and Engineer Doug Marsh have met with representatives from WPS and Focus on Energy regarding the \$25,000 grant and although they have about \$400,000 worth of projects to do, the \$25,000 will certainly help. She noted that Focus on Energy usually has a number of rebates where they double the incentive so the library has taken advantage of that to install half size condensing boilers at Kress and Weyers-Hilliard Branches. This will save money and energy and they were able to install two boilers for the cost of one with the opportunities from Focus on Energy. They are also changing out light bulbs to lower the wattage.

Hoyer questioned how other counties had responded to the bills that had been sent out. Stainbrook stated that the County Clerks of Oconto and Kewaunee County came in and looked at the process and they have not heard anything back. Calumet and Manitowoc Counties had some initial questions but nothing further. It was noted that these funds have been built into the budget.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

NEW Zoo and Park Management

11. **Parks Budget Status Financial Report for August, 2012.**

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

12. **Park Management Director's Report.**

Doug Hartman stated that the dams at Pamperin Park have been removed. The banks have been reseeded and all the concrete is gone. Hartman reported that it looks nice and looks more

like a natural water channel and he also noted that it was exciting that the fish can now get up to their natural areas. He also noted that this was a great cooperative project with the Oneida Tribe and they have been awesome to work with.

Hartman also stated that there has been some activity with an easement for the Town of Pittsfield. He stated that Brown County had eased with the State of Wisconsin to operate the Mountain Bay and Fox River Trails. The State is still the landowner and creates easements with other agencies for sewer lines, trails, etc. The State has to go through their procedure to do an easement but then since the County has eased with them to manage the trail, Brown County has to also consent to the easement. This is considered a real estate contract that has to go through a number of steps including County Board approval.

Hartman also stated that he had asked the Fair Board if they would like to present their year-end report to the Committee but their final numbers were not quite ready so they will do this at an upcoming meeting. Hartman also addressed Supervisor Van Dyck's request from an earlier meeting regarding costs of repairs to the infield at the Fairground and stated that the costs for materials and equipment, grass seed, water, black dirt, roller and mulcher was the total of \$4,315. He noted that this year repairs were a little more extensive due to the wet weather. Labor was provided by Park staff and Highway Department staff. Van Dyck questioned if this was a once a year thing and Hartman stated that it would only be necessary following any parking on the infield.

Hartman concluded his report by stating that the Fair subsidy has been lowered by \$5,000 to \$20,000. Van Dyck asked if there would be opposition to putting the subsidy back to \$25,000 and then having the County bill the Fair for services. He indicated that he does not have a problem with the services, but he felt it was a matter of transparency as far as what the true cost of having the Fair is and these types of costs seem to get lost in the mix but are still incurred. He felt it may be easier from the Fair Board's perspective if they understood that it is costing the County money to put the Fairgrounds back together following the Fair, perhaps they could find solutions to help alleviate some of the costs. Hartman stated that there is a certain level of services provided for events, but noted that the Fair takes way more than the usual. Hartman stated that some of the items are billed back to the Fair and he also noted that the Fair does a lot of work to fix damage done to the grass during the tractor pulls and demolition derby. Wetzel stated that this comes up at the full Board budget meeting, but they do not typically have a discussion regarding other costs as were discussed here and he felt it would be important for this information to be relayed to the full Board. Lund felt that volunteers have really saved the Fair. He noted that seed money from the Board kept the Fair going and the money keeps going down. He did not think nickel and diming the Fair with bills was a good idea and he felt they should probably stay at \$25,000 to keep the Fair strong.

Motion made by Supervisor Hoyer, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

13. NEW Zoo Budget Status Financial Report for August, 2012.

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

14. Budget Adjustment Request (12-70): Interdepartmental reallocation or adjustment (including reallocation from the County's General Fund).

This budget adjustment is to transfer Zoo donations held within the Parks Donation Fund to the Zoo for the following: asphalt replacement, Children's Zoo fencing, Visitor Center roof replacement, Visitor Center furnace replacement, pond aeration system, cougar exhibit waterline repair and Riley Building air conditioning unit. The balance of the transfer to the NEW Zoo of \$133,912 will be capitalized.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to approve. Vote taken.
MOTION UNANIMOUSLY APPROVED

15. Budget Adjustment Request (12-79): Increase in expenses with offsetting increase in revenue.

This budget adjustment is to transfer a donation received/deposited from the Theresa Amelse Estate in the amount of \$48,338.68 and an anonymous cash donation received/deposited of \$10,120 totaling \$58,458.68 to be used as follows: \$10,000 for animal acquisition, \$5,000 for travel and training and \$43,458.68 for general supplies.

Motion made by Supervisor Hoyer, seconded by Supervisor Van Dyck to approve. Vote taken.
MOTION UNANIMOUSLY APPROVED

16. Resolution re: The Reclassification of the Curator of Animals (NEW Zoo).

Anderson stated that this came about when they went through the 2012 accreditation process. One of the things that the AZA looked at was the Zoo's budget and it was noted that the salary for the curator of animals was virtually the same as the zookeepers' salary, despite the fact that the curator has been there longer and the position has not been reviewed since she took the position. Anderson asked Human Resources to look at this and stated that it is within their budget to reclass the position and he advised the Accreditation Commission that they would be having this formally reviewed by HR. A thorough review has been done and this reclass is recommended.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to approve. Vote taken.
MOTION UNANIMOUSLY APPROVED

17. AZA Grants Accreditation to the Northeastern Wisconsin (NEW) Zoo.

Anderson stated that he had been in Phoenix to go before the AZA Accreditation Commission and the Zoo was granted accreditation. Right now there are only 224 accredited zoos in the country. The Deputy Director of the AZA is planning to fly to Green Bay to present the Zoo with the accreditation at the same time the new education building is dedicated.

Informational - No action taken.

18. Zoo Monthly Activity Report for

a. Operations Report for August, 2012.

- i. Admissions, Revenue, Attendance Report.**
- ii. Gift Shop, Mayan Zoo Pass Revenue Report.**

Zoo operations report for September, 2012 was provided to the Committee, a copy of which is attached.

Motion made by Supervisor Hoyer, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

b. NE WI Zoo Education & Volunteer Programs Report for August, 2012.

Anderson noted that they had a Zoo Snooze with a school group and it worked out very well. They will also be holding more volunteer orientations and the numbers of volunteers should be increasing now that fall is here.

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

c. Zoo Animal Collection Report for September, 2012.

Anderson stated he had several things to add to his written report contained in the agenda packet. One of their giant king fishers was shipped out to the Lee Richardson Zoo as a part of a breeding program. The swan signets will be leaving for Iowa soon and will be released back into the wild. They have been doing this with swans for a number of years and have donated close to 80 swans.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

d. NEW Zoo Maintenance Report.

Anderson stated they are getting ready to open up a new fish tank in the Mayan Food Court. They continue with daily inspections and also continue to prepare for Zoo Boo.

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

e. Zoo Director's Report.

Anderson provided the Committee with information on Zoo checks, a copy of which is attached. This is part of a new program by Check Advantage.

Motion made by Supervisor Hoyer, seconded by Supervisor Van Dyck to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

Museum

19. Year-To-Date Gate Revenue Total - Comparison.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

20. Attendance and Admission.

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

21. **Sales, Daily Admission, and Zip Code Reports.**

Motion made by Supervisor Hoyer, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

22. **Director's Report.**

Museum Director Rolf Johnson stated attendance figures for July and August were good. He noted that figures for September are about half of what August was but this is not unusual as kids are back in school and not visiting the museum. Johnson stated that the year in general has been challenging and he wished to bring up with the Committee that there is high likelihood they will not hit all of their revenue targets for fiscal 2012. Johnson recognized there are a lot of ramifications for that and he wanted to be sure that the Board understands that admissions have been a challenge. Wetzel asked if this was taken into account when setting the budget for 2013 and Johnson stated that it has and also stated they still have large stretch goals on the revenue side. He continued that in conversations with County Executive Troy Streckenbach it has been noted that if things do not look good by the end of the first quarter of 2013 there may need to be cuts in personnel even though they are already working with reduced staff.

Johnson stated he did feel things are turning around in terms of public perception of the Museum and recognition by many in the community that they need to help support the Museum and help offset the differential revenue based on decreasing tax levy.

Johnson continued that he had a casual conversation with Troy Streckenbach concerning what it would take to get the full Board to allow the museum to keep admissions and the rather modest income they receive from facility rental. The fact that the Committee is entertaining a similar situation with the golf course reinforces to him that he would like to see this come to fruition. The objective would be to reinvest the funds into the programs and exhibits. He put this out there to see if there was some way for this to happen. A discussion ensued and Johnson stated at this point he would like to simply start to build support and look for strategies that would involve all the stakeholders.

Johnson outlined other items in his Director's Report regarding the Governing Board and the Foundation. He also stated that they had wonderful openings at the "68th Art Annual" and "Who are the Hmong" exhibits. Johnson continued that they are also starting to focus on fundraising and membership components which are to better the Foundation and noted that in the fiscal 2013 budget he is asking the Foundation to start picking up some of the licensing fees for the software. He also stated that the Learning in Retirement season has kicked off and they are also doing some outreach with local businesses at the Farmers Market. Johnson concluded his report by saying that Tom Sieber had recommended a joint meeting of the Governing Board and Foundation and he felt this was a good idea and he supported it.

Motion made by Supervisor Hoyer, seconded by Supervisor Williams to receive and place on file. Vote taken. MOTION UNANIMOUSLY APPROVED

Resch Centre/Arena/Shopko Hall

23. **Complex Attendance for the Brown County Veterans Memorial Complex.**

No report. No motion.

Other:

24. Audit of Bills:

Motion made by Supervisor Van Dyck, seconded by Supervisor Williams to pay the bills. Vote taken. MOTION UNANIMOUSLY APPROVED

25. Such Other Matters as Authorized by Law:

A discussion was held regarding the November Ed & Rec meeting and a determination on this will be made at a later date.

Motion made by Supervisor Williams, seconded by Supervisor Hoyer to adjourn at 8:11 p.m. MOTION APPROVED UNANIMOUSLY

Respectfully submitted,

Alicia Loehlein
Recording Secretary

EMPLOYMENT PRACTICES

Brown County Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Filling Open Positions

All vacancies will be evaluated by the Library Director and administrative staff to determine the best continuing use of staff resources.

Internal Applications

Once Library Administration has decided to fill an open position, an announcement will be made to all Library staff. Announcements will include information about the position location and work schedule, a complete position description, and a closing date. All current staff are encouraged to consider and apply for internal openings using the Library's Internal Application form.

Internal applications will be reviewed by the Library Operations Manager and relevant supervisors or coordinators. If appropriate, applicants will be asked to test for the position, or will be given the opportunity to retake the test to try to improve their scores. Applicants may also be asked to shadow in the branch or department, in order for the applicant and the supervisor to gather more information to aid in the decision-making process. The Operations Manager and the supervisor, as well as coworkers, if appropriate, will conduct interviews with each applicant whose skills, abilities, work history, and experience appear to match the requirements of the job.

The Operations Manager and the supervisor will use the applications, interviews, input of potential coworkers, and other relevant data to determine which applicant best meets the job requirements. Applicants' longevity will be taken into consideration only when two or more applicants are determined to be equally qualified for the position.

After reviewing internal applications, the Operations Manager or Library Director may determine that the needs of the Library would be best served by expanding the opening to applicants outside of current staff. Similarly, if no internal applicants are deemed to be sufficiently qualified for the position at the end of the interview process, the Operations Manager or Library Director may decide to advertise the opening to the general public.

The first fourteen (14) days from the employee's start date in the new position will be a trial period for the employee and the supervisor. If either the employee or the supervisor decides that the new position is not a good fit, the employee will be allowed to return to the previous position with no penalties.

Recruiting and Selection

Open positions will be advertised locally, regionally, and/or nationally, depending on the position and the market for qualified candidates. Prospective employees will use the Brown County application system to provide required information, and may post a resume in addition to an application.

Applications and other supplemental materials will be reviewed by the Library Operations Manager and relevant supervisors or coordinators to determine the candidate's qualifications for the position, and background and reference checks will be conducted. If appropriate, applicants will be asked to test for the position, or will be given the opportunity to retake the test to try to improve their scores. The Operations Manager and the supervisor, as well as coworkers, if appropriate, will conduct interviews with a small group of applicants whose skills, abilities, work history, and experience appear to match the requirements of the job. Interviews may be conducted in more than one round, and may be in-person or may take place using voice and/or video conferencing tools.

Formal selection materials shall be known only to the Library Director, Library Operations Manager and other persons they designate on a need to know basis. Every precaution shall be exercised by all persons participating in the development and maintenance of materials to insure the highest level of integrity and confidentiality.

In those cases where an applicant for employment is a family member of a current staff member, the Library will consider that applicant for employment in a branch or department other than the one in which the staff member works. The Library will not hire family members of the Brown County Library Board, Brown County department heads, Brown County elected officials, nor family members of Library managers and supervisors.

The Library may maintain eligibility lists for certain positions. Qualified candidates may be placed on an eligibility list for up to one (1) year, at which time they must reapply. Eligibility lists may be closed if they no longer contain a sufficient number of qualified or interested candidates. Placement on an eligibility list is not a guarantee of employment.

Hiring

Successful applicants will be notified in writing and will receive an offer of employment from the Brown County Library Board. This offer may be made contingent on the applicant successfully completing a physical examination, drug test, credit verification, or similar post-offer inquiry.

Every attempt will be made to notify unsuccessful candidates by email.

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Library Maintenance Worker
Location: Central Library
Reports To: Facility Manager
Department: LIBRARY
Representation Unit: Library Para-Professionals

JOB SUMMARY:

Library Maintenance Workers perform interior and exterior maintenance and cleaning tasks to provide a pleasant, inviting environment for Library customers and staff members.

ESSENTIAL DUTIES:

1. Cleans and provides general upkeep of Library buildings, inside and outside – _____ %
 - Cleans interior facilities, including:
 - Shampooing and cleaning carpets
 - Stripping, cleaning and waxing floors
 - Changing and cleaning lamps
 - Cleaning furniture, ceilings and walls
 - Sanitizing restrooms
 - Maintains exterior grounds by raking, mowing, pruning, watering and removing snow
 - Washes and paints the interior and exterior of Library buildings
 - Removes garbage and monitors recycling of paper refuse
 - Maintains and performs minor repair on equipment and furniture such as snow blowers, mowers, air conditioners and furnaces in accordance with the season
 - Provides support to other library staff members in monitoring and correcting problem customer behavior
2. Performs office work regarding maintenance, and keeps to general work code – _____ %
 - Maintains documentation as required
 - Maintains good public relations with other library departments
 - Transports supplies and equipment, such as costumes and program materials, among library locations to meet tight deadlines
 - Complies with all safety and quality assurance standards and procedures

SECONDARY DUTIES:

- Performs special projects as necessary (such as assembling scaffolding, unclogging sewer systems, etc.)
- Performs related functions as assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School Diploma, plus three years' experience in maintenance and repair of buildings, grounds, equipment and machinery; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities. A two-year Associate's degree in building maintenance is an asset.

Licenses and Certifications:

- Valid Wisconsin Driver's License
- Fourth Class Power Engineering Certificate (recommended)
- Electrical Course Certificate (recommended)

Knowledge, Skills and Abilities:

- Working knowledge of all construction trades and ability to operate related tools and equipment used in performance of these trades: carpentry, electrical, plumbing and HVAC.
- Working knowledge and skills necessary to maintain the function, operation and method of delivery of the following complex, mechanical building systems:
 - Air Conditioning: absorption liquid chiller equipment, condensers, evaporators, cooling towers, compressors, fan coil units, electrical or pneumatic controls.
 - Electrical: amperage, all voltage, polarity, grounds, all phases circuit breakers, solenoids, relays, ballasts, conduit, wiring electrical circuits, switches, receptacles, motors, motor starters, electric eye controls, electrical fixtures, amp meter, volt meter, ohm's meter.
 - Heating: low pressure steam boilers, low pressure equipment, two pipe steam system, valves, pumps, radiators, steam traps, water or steam heat exchangers, fan coil units, pressure regulators, safety devices, thermostats, pneumatic controls and valves, hydronic boilers, zone valves, balancing valves, force air furnaces, calibration Johnson controls, temperature control, pneumatic controls, air compressors, electric controls.
 - Plumbing: fixtures, faucets, flush valves, water softeners, wash machines, valves, waste drain, roof conductors, pipe materials, pipe replacements, soldering, threading pipe, pipe fittings, toilet partitions, fire sprinkling system, hot water heaters, cleaning drains, cross connection control, back flow prevention.
 - Refrigeration: compressors, evaporators, condensers, ice cube/water machine, freezers, coolers, electric controls, sensors, cooling cycles, defrost cycles.
 - Ventilation: fans, motors, filters, bearings, shafts, dampers, V-belts, electrical controls.
 - Communications: paging system, fire alarm system, electric controls.
 - Building Grounds: operating garden tractors, snow/ice removal, shoveling, salting, all snow equipment, grass, landscaping, roadway surfaces, signage, minor equipment repair, welding, lawn furniture repair.
 - Vehicles: minor vehicle repairs, minor lawn equipment repairs.
 - Carpentry: installing wood and metal stud walls, drywall, door frames, doors, headers, drop ceilings.
 - Window/Door Hardware: hinges, locks, closures, push bars, glazing, bracket, latches, door knobs.
- Ability to recognize safety issues and problems.
- Ability to work independently with minimum supervision.

library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.

4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Maintenance Workers are responsible for keeping interior and exterior spaces clean and attractive as a part of regular day-to-day work.
7. Maintenance Workers are expected to keep materials and equipment in working order.
8. Maintenance Workers are expected to adapt their cleaning routines based on the weather and time of year accordingly (shovels and salt for winter, mowing grass for summer, etc.).
9. Maintenance Workers are expected to understand and follow safety and quality assurance standards and procedures that affect their work.
10. Maintenance Workers are expected to keep required documentation and to be ready to make this information available when needed.
11. Maintenance Workers can often answer customers' directional questions. Maintenance Workers are expected to demonstrate good judgment by referring other customer questions to service desks.
12. Maintenance Workers are expected to clearly communicate information or concerns with coworkers or supervisors.
13. Maintenance Workers are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
14. Maintenance workers are often in a unique position to see ways for the Library to improve efficiency or customer service. Maintenance Workers are expected to share these observations and suggestions with supervisors.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

drafted: 7/31/2012
finalized: 9/5/2012

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Technical Services Clerk

Location: Central Library – Technical Services

Reports To: Library Supervisor

Department: LIBRARY

Representation Unit: Clerks

JOB SUMMARY:

Technical Service Assistants prepare library materials for circulation through processing, placing, updating and replacing barcodes, facilitating delivery, and repairing damaged materials.

ESSENTIAL DUTIES:

1. Processes and repairs library materials for public use – _____ %
 - Ensures all new library materials are properly labeled and identified (including books, CDs, DVDs, audiobooks, and special collection materials)
 - Prepares items for entry in the library catalog by adding barcodes or RFID tags
 - Fortifies items for public use by preparing covers, replacing packaging, reinforcing bindings, etc.
 - Assesses material condition, and repairs damaged items or recommends for replacement
 - Prioritizes processing based on material status
 - Uses library circulation system to check processing and cataloging quality before making items available for public use
 - Works with Circulation Department to deliver processed materials to home locations
2. Receives new materials – _____ %
 - Handles incoming materials by unpacking, checking against order information, and sorting items by type, status, and processing needed
 - Identifies problems like duplicate copies and incorrect orders, and alerts appropriate Technical Services staff
 - Performs other clerical tasks such as filing invoices

SECONDARY DUTIES:

- Assists with large-scale projects and events
- Attends staff and department meetings
- Participates in training sessions
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School Diploma; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Basic knowledge of library operations, services and materials.
- Ability to follow detailed verbal and written instructions.
- Ability to work independently with minimum supervision.
- Ability to perform repetitive, routine procedures.
- Ability to work efficiently while paying close attention to detail.
- Ability to multitask and prioritize.
- Ability to effectively use good written and verbal communication skills when interacting with co-workers.
- Ability to establish and maintain cooperative and courteous working relationships with other staff members.
- Ability to adapt to changes in the work environment.
- Ability to meet the scheduling needs of the Library.
- Basic computer skills, including keyboarding, word processing and email.
- Library computer skills, including searching and circulation.
- Ability to use library and general office equipment, including computer, printer, photocopier and telephone.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.
- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of

teamwork and camaraderie.

4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Technical Services Clerks are expected to process all materials accurately and promptly, meeting current targets for turnaround time from receipt to shelf.
7. Clerks are expected to ensure that all materials leave Technical Services in good condition and ready for use by the public.
8. Clerks are expected to process red flagged items quickly and efficiently to ensure that priority items reach the shelves within one (1) work day.
9. Clerks are expected to repair materials to the best of their ability, and to use good judgment to recommend replacing materials instead of repairing them.
10. Clerks are expected to receive, sort and label time-sensitive materials to ensure correct processing.
11. Clerks are expected to communicate clearly, both orally and in writing. This includes communicating information or concerns with coworkers or supervisors.
12. Clerks are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
13. Clerks are often in a unique position to see ways for the library to improve work efficiency or material flow. Clerks are expected to share these observations and suggestions with supervisors.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

drafted: 7/31/12
finalized: 9/5/12

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Library Maintenance Mechanic

Location: Central Library

Reports To: Facility Manager

Department: LIBRARY

Representation Unit: Library Para-Professionals

JOB SUMMARY:

Maintenance Mechanics perform skilled maintenance work in the operation, renovation, alteration, repair and preventive maintenance of building, grounds, and related equipment, in order to provide a pleasant, inviting environment for Library customers and staff members.

ESSENTIAL DUTIES:

1. Maintains Library buildings, grounds and equipment – _____ %
 - Performs skilled, specialized maintenance repair work on complex mechanical HVAC building systems
 - Operates, calibrates and maintains HVAC control systems at all library locations
 - Performs skilled maintenance and construction trade work for remodeling, renovation and alteration of interior rooms of Library facilities
 - Implements energy conservation procedures and maintenance programs that provide the proper amount of energy with the least amount of waste
 - Performs corrective maintenance work for interior and exterior building surfaces
 - Performs corrective maintenance work for facility grounds, motorized vehicles and equipment
 - Performs maintenance and repair of library mechanical equipment, such as automated materials handlers and sorters.
 - Completes emergency maintenance for essential building and equipment functions in order to provide a safe environment for customers and staff
2. Performs office work regarding maintenance, customer service and general work code – _____ %
 - Maintains documentation as required
 - Implements programmed, preventive maintenance schedules and department procedures for buildings and equipment with timely documentation
 - Maintains the confidential nature of customer and business information
 - Assists with training of new staff
 - Complies with all safety and quality assurance standards and procedures

SECONDARY DUTIES:

- Performs related functions as assigned.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School Diploma, plus three years' experience in maintenance and repair of buildings, grounds, equipment and machinery; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities. A two-year Associate's degree in building maintenance is an asset.

Licenses and Certifications:

- Valid Wisconsin Driver's License
- Fourth Class Power Engineering Certificate (recommended)
- Electrical Course Certificate (recommended)

Knowledge, Skills and Abilities:

- Working knowledge of all construction trades and ability to operate related tools and equipment used in performance of these trades: carpentry, electrical, plumbing and HVAC.
- Working knowledge and skills necessary to maintain the function, operation and method of delivery of the following complex, mechanical building systems:
 - Air Conditioning: absorption liquid chiller equipment, condensers, evaporators, cooling towers, compressors, fan coil units, electrical or pneumatic controls.
 - Electrical: amperage, all voltage, polarity, grounds, all phases circuit breakers, solenoids, relays, ballasts, conduit, wiring electrical circuits, switches, receptacles, motors, motor starters, electric eye controls, electrical fixtures, amp meter, volt meter, ohm's meter.
 - Heating: low pressure steam boilers, low pressure equipment, two pipe steam system, valves, pumps, radiators, steam traps, water or steam heat exchangers, fan coil units, pressure regulators, safety devices, thermostats, pneumatic controls and valves, hydronic boilers, zone valves, balancing valves, force air furnaces, calibration Johnson controls, temperature control, pneumatic controls, air compressors, electric controls.
 - Plumbing: fixtures, faucets, flush valves, water softeners, wash machines, valves, waste drain, roof conductors, pipe materials, pipe replacements, soldering, threading pipe, pipe fittings, toilet partitions, fire sprinkling system, hot water heaters, cleaning drains, cross connection control, back flow prevention.
 - Refrigeration: compressors, evaporators, condensers, ice cube/water machine, freezers, coolers, electric controls, sensors, cooling cycles, defrost cycles.
 - Ventilation: fans, motors, filters, bearings, shafts, dampers, V-belts, electrical controls.
 - Communications: paging system, fire alarm system, electric controls.
 - Building Grounds: operating garden tractors, snow/ice removal, shoveling, salting, all snow equipment, grass, landscaping, roadway surfaces, signage, minor equipment repair, welding, lawn furniture repair.
 - Vehicles: minor vehicle repairs, minor lawn equipment repairs.
 - Carpentry: installing wood and metal stud walls, drywall, door frames, doors, headers, drop ceilings.
 - Window/Door Hardware: hinges, locks, closures, push bars, glazing, bracket, latches, door knobs.
- Ability to recognize safety issues and problems.
- Ability to work independently with minimum supervision.

- Ability to communicate effectively both verbally and in writing.
- Ability to work from plans, blueprints and specifications.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library.
- Basic computer skills, including keyboarding, word processing and email.

PHYSICAL DEMANDS:

- Lifting 100 pounds with the assistance of another person; with frequent lifting and/or carrying objects weighing up to 50 pounds.
- Frequent standing and walking; occasional sitting and driving.
- Using hand(s)/feet for single grasping, fine manipulation, pushing and pulling, and operating controls.
- Frequent bending, twisting, squatting, climbing, reaching and pushing.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distinguishing people, objects or injuries at varied distances under a variety of light conditions.
- Performing heavy physical work in adverse temperatures and at varying elevations.

EXPECTATIONS:

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. – *something about creative problem-solving?* –
7. – *something about prioritizing work based on urgency, Facilities Plan?* –
8. – *something about accuracy and efficiency?* –
9. Maintenance Mechanics are expected to be aware of and demonstrate knowledge of library policies and procedures.
10. Maintenance Mechanics are expected to keep required documentation and to be ready to make this information available when needed.
11. Maintenance Mechanics can often answer customers' directional questions. Maintenance Mechanics are expected to demonstrate good judgment by referring other customer questions to service desks.
12. Maintenance Mechanics are expected to clearly communicate information of concerns with coworkers or supervisors.
13. Maintenance Mechanics are expected to stay up-to-date with information about the job and about the Library by reading memos, email, etc. at least once per shift.
14. Maintenance Mechanics are often in a unique position to see ways for the Library to improve efficiency or customer service. Maintenance Mechanics are expected to share these

observations and suggestions with supervisors.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

drafted: 7/31/2012
finalized: 9/5/2012

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Teen Librarian

Location: Central Library – Youth Services

Reports To: Library Supervisor

Department: LIBRARY

Representation Unit: Professionals

JOB SUMMARY:

Teen Librarians provide professional library leadership and services, including literacy-based programming for middle and high school age customers, as part of the Library's mission to foster educational development in our communities.

ESSENTIAL DUTIES

1. Assists customers with using the Library – _____%
 - Meets customers' needs for information by answering reference questions and locating appropriate library resources
 - Recommends books and other materials based on customer preferences and knowledge of the collection
 - Provides help with library technology such as public computers, the library catalog and digital resources
 - Uses library circulation system to check materials in and out, and performs customer service for library accounts
 - Assists customers in finding specific items on shelves
2. Plans and presents library programs and events for middle and high school age customers and their parents, caregivers and teachers – _____%
 - Supports literacy, critical thinking, and creative skill development through regular programs and activities for middle and high school age young adults
 - Plans and presents class visits, tours, and other specialized programs for teens
 - Develops and conducts programs for adults which encourage development of teens' reading, listening and viewing skills
 - Engages in outreach to schools and other community organizations and agencies that serve teens and their caregivers
 - Participates in system-wide programs such as the annual summer reading programs and Teen Read Week
3. Coordinates system-wide library service to teens – _%
 - Evaluates and selects library materials for teens
 - Maintains teen collections through regular review and periodic weeding
 - Prepares budget requests, particularly related to teen services
 - Maintains a pleasant, inviting environment in the Central Library Teen Zone
 - Develops and implements initiatives for promoting reading and literacy
 - Promotes library services through public speaking, conducting workshops and in-service

events, and providing community organizations with information about the Library

SECONDARY DUTIES:

- Directs the work of other Library employees and volunteers
- Assists with or conducts large-scale projects and events
- Serves on system-wide committees as assigned or required
- Prepares statistics and other reports of library services
- Maintains professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
- Develops partnerships with youth-serving organizations in the community
- Works with other staff and community partners to research, write and implement grant proposals
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- A Master's degree in Library Science from an accredited library school; or a Bachelor's degree in a field of study directly related to the job to be performed, including or supplemented by fifteen semester credits in Library Science, plus three years of related work experience; or any combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Considerable knowledge of public library principles, practices and techniques.
- Detailed knowledge of library materials and services for middle and high school age young people.
- Understanding of adolescent development as it relates to behavior, learning and literacy.
- Ability to demonstrate effective interpersonal relations with children and teens of all ages, as well as parents, caregivers, and other adults who work with children and teens.
- Strong verbal and written communication skills.
- Ability to make presentations to varying sized groups of children and adults.
- Ability to maintain a calm demeanor under stressful or unsettling circumstances.
- Ability to effectively coordinate and direct the work of others.
- Ability to work independently with minimum supervision.
- Ability to multitask and prioritize.
- Ability to represent the Library in a responsible, professional and trustworthy manner.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library.
- Basic general computer skills, including keyboarding, word processing and email.
- Library computer skills, including searching, circulation and database use.
- Ability to use library and general office equipment, including computer, printer, photocopier, telephone, cash register and audio-visual equipment.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.
- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Teen Librarians are expected to present programs that include developmentally appropriate materials and activities and that support the Library's mission.
7. Teen Librarians are expected to plan a schedule of additional programs and events, with content of interest and appropriate to teens and caregivers.
8. Teen Librarians are expected to model exceptional customer service behavior, such as greeting all library users with a smile, making eye contact, presenting open body language, and asking, "Did you find everything you were looking for?"
9. Teen Librarians are expected to use readers' advisory tools and techniques, including reading widely in young adult literature, to provide relevant and age-appropriate recommendations to customers.
10. Teen Librarians are expected to provide instruction in use of library technology in a cooperative, helpful manner and at a level appropriate to the customer's needs.
11. Teen Librarians are expected to maintain proficiency in all job-related areas in the Library's Technology Competencies.
12. Teen Librarians are expected to answer reference questions accurately and in a timely fashion, with the source identified for the customer, or to refer in-depth or specialized questions to appropriate library staff for assistance.
13. Teen Librarians are expected to monitor the work of clerks, shelvers and volunteers, and provide immediate feedback to the individual and to the supervisor or librarian for the branch.
14. Teen Librarians are responsible for ensuring that the collection contains materials that are current, attractive, and appealing to all teens; available at a broad range of reading levels; and include information resources that are useful and relevant to users' interests.

15. Teen Librarians are responsible for maintaining a pleasant, inviting environment in the Library. This includes actively addressing and documenting customer behavior problems, keeping public and work spaces neat and organized, and maintaining visual attractiveness by correcting problems (such as out-of-order equipment, unfilled displays, litter, out-of-date signs or fliers, etc.).
16. Teen Librarians are expected to show respect for all customers and coworkers. By meeting this expectation, Teen Librarians will ensure that no customer complaints are received about their behavior.
17. Teen Librarians are expected to communicate clearly, both orally and in writing. This includes communication information or concerns with coworkers and administration.
18. Teen Librarians are expected to respond to or acknowledge messages and requests in a timely manner.
19. Teen Librarians are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
20. Teen Librarians are expected to stay up-to-date with public library trends by regularly reading professional journals, attending training and conferences, etc.
21. Teen Librarians are expected to demonstrate good judgment by exercising decision-making that is consistently in the best interest of the Library.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

Drafted: 6/23/2012
Finalized: 9/5/2012

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Reference Librarian

Location: Central Library

Reports To: Library Supervisor

Department: LIBRARY

Representation Unit: Professionals

JOB SUMMARY:

Reference Librarians provide professional library leadership and services, including in-depth reference and information services, as part of the Library's mission to provide timely access to the world of information.

ESSENTIAL DUTIES

1. Assists customers with using the Library – _____%
 - Meets customers' needs for information by answering reference questions and locating appropriate library resources
 - Recommends books and other materials based on customer preferences and knowledge of the collection
 - Provides help with library technology such as public computers, the library catalog and digital resources
 - Assists customers in finding specific items on shelves
2. Plans and administers library service for a Central Library department – ____%
 - Evaluates and selects library materials for adults or teens at the Central Library and at branches
 - Plans and presents library programs and events for adults and teens, independently or through collaboration with community organizations
 - Maintains the library collection through regular review and periodic weeding
 - Prepares budget requests
 - Maintains a pleasant, inviting library environment
 - Develops and implements initiatives for promoting reading and literacy
 - Promotes library services through public speaking, conducting workshops and in-service events, and providing community organizations with information about the Library
3. Develops and implements system-wide initiatives – _____%
 - Attends meetings and in-service training to maintain knowledge base
 - Compiles and analyzes information for assigned operational reports
 - Recommends department staffing levels
 - Develops and is responsible for compliance with department policies and procedures
 - Prepares and submits budget and Friends of the Brown County Library requests for the department

SECONDARY DUTIES:

- Assists with or conducts large-scale projects and events
- Maintains professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
- Develops partnerships with community organizations
- Works with other staff and community partners to research, write and implement grant proposals
- Promotes library services through public speaking, conducting workshops and in-service events, and providing community organizations with information about the Library
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- A Master's degree in Library Science from an accredited library school; or a Bachelor's degree in a field of study directly related to the job to be performed, including or supplemented by fifteen semester credits in Library Science, plus three years of related work experience; or any combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Considerable knowledge of public library principles, practices and techniques.
- Detailed knowledge of library materials and access.
- Strong verbal and written communication skills.
- Ability to make presentations to varying sized groups of children and adults.
- Ability to maintain a calm demeanor under stressful or unsettling circumstances.
- Ability to effectively coordinate and direct the work of others.
- Ability to work independently with minimum supervision.
- Ability to multitask and prioritize.
- Ability to represent the Library in a responsible, professional and trustworthy manner.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library.
- Basic general computer skills, including keyboarding, word processing and email.
- Library computer skills, including searching, circulation and database use.
- Ability to use library and general office equipment, including computer, printer, photocopier, telephone, cash register and audio-visual equipment.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.
- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.

- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Reference Librarians are expected to model exceptional customer service behavior, such as greeting all library users with a smile, making eye contact, presenting open body language, and asking, "Did you find everything you were looking for?"
7. Reference Librarians are expected to use readers' advisory tools and techniques to provide relevant and age-appropriate recommendations to customers.
8. Reference Librarians are expected to provide instruction in use of library technology in a cooperative, helpful manner and at a level appropriate to the customer's needs.
9. Reference Librarians are expected to maintain proficiency in all job-related areas in the Library's Technology Competencies.
10. Reference Librarians are expected to answer reference questions accurately and in a timely fashion, with the source identified for the customer, or to refer in-depth or specialized questions to appropriate library staff for assistance.
11. Reference Librarians are expected to monitor the work of clerks, shelvers and volunteers, and provide immediate feedback to the individual and to the supervisor or librarian for the branch.
12. Reference Librarians are responsible for ensuring that the collection contains materials that are current, attractive, and appealing to all ages; available at a broad range of reading levels; and include information resources that are useful and relevant to users' interests.
13. Reference Librarians are responsible for maintaining a pleasant, inviting environment in the Library. This includes actively addressing and documenting customer behavior problems, keeping public and work spaces neat and organized, and maintaining visual attractiveness by correcting problems (such as out-of-order equipment, unfilled displays, litter, out-of-date signs or fliers, etc.).
14. Reference Librarians are expected to show respect for all customers and coworkers. By meeting this expectation, Reference Librarians will ensure that no customer complaints are received about their behavior.
15. Reference Librarians are expected to communicate clearly, both orally and in writing. This includes communication information or concerns with coworkers and administration.
16. Reference Librarians are expected to respond to or acknowledge messages and requests in a timely manner.
17. Reference Librarians are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.

18. Reference Librarians are expected to stay up-to-date with public library trends by regularly reading professional journals, attending training and conferences, etc.
19. Reference Librarians are expected to demonstrate good judgment by exercising decision-making that is consistently in the best interest of the Library.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

drafted: 6/23/2012
finalized: 9/5/2012

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: IT Librarian

Location: Central Library

Reports To: Library Automation and Financial Service Manager

Department: LIBRARY

Representation Unit: Professionals

JOB SUMMARY:

IT Librarians provide professional library leadership and services related to technology by coordinating, implementing, troubleshooting, and training other staff and customers on the Library's hardware and software solutions.

ESSENTIAL DUTIES:

1. Coordinates day-to-day operation of library technology solutions – _____ %
 - Serves as Information Services liaison and coordinates hardware and software projects with IS staff
 - Informs Library administration and staff about the status and progress of technology projects.
 - Monitors the status of library technology products and troubleshoots problems
 - Plans the implementation of new technology products and upgrades to existing products, including coordinating vendor and library public service schedules
 - Serves as a central administrator for a variety of systems and services, including:
 - Online catalog
 - PC and print management system
 - Library automation systems (ILS, RFID, etc.)
 - Presence in public online and social media sites
 - OCLC catalog services
 - Apps for mobile devices
 - Collaborates with other administrative staff to maintain the Library website and access to downloadable content
 - Develops and is responsible for compliance with Library policies and procedures
 - Maintains awareness of technology trends and emerging technologies
2. Plans, develops and conducts technology training for staff and the public – _____ %
 - Convenes system-wide Tech Team steering committee meetings
 - Compiles and analyzes data on staff technology competency to target appropriate training
 - Develops documentation and tools to assist staff and customers in their technology use
 - Conducts staff training in specific technology areas using a wide range of distribution formats (one-on-one, in-person group training, remote demonstration, etc.)
 - Assists customers with using library technology
3. Performs original cataloging and classification of library materials – _____ %

SECONDARY DUTIES:

- Attends meetings and in-service training to maintain knowledge base.
- Assists with or conducts large-scale projects and events
- Maintains professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
- Develops partnerships with community organizations
- Works with other staff and community partners to research, write and implement grant proposals
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- A Master's degree in Library Science from an accredited library school; or a Bachelor's degree in computer science, education, or a field of study directly related to the job to be performed plus three years of related work experience, or any combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Considerable knowledge of library principles, practices and techniques.
- Detailed knowledge of library technology tools and issues, including information access and retrieval, library automation systems, user interface and accessibility best practices, emerging technologies, and downloadable digital content systems.
- Strong verbal and written communication skills.
- Ability to make presentations to varying sized groups of people with a wide range of technology skills.
- Ability to maintain a calm demeanor under stressful or unsettling circumstances.
- Ability to effectively coordinate the work of others.
- Ability to work independently with minimum supervision.
- Ability to establish and maintain effective working relationships with staff and the public.
- Ability to assess users' needs.
- Ability to work independently and collaboratively.
- Ability to multitask and prioritize.
- Ability to represent the Library in a responsible, professional and trustworthy manner.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library
- Substantial computer hardware and software skills, including installation, troubleshooting, and basic networking.
- Ability to use library and general office equipment, including computer, printer, photocopier, telephone, cash register, and audio-visual equipment.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.
- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. IT Librarians are expected to provide clear and frequent communication, both orally and in writing.
7. Librarians are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
8. IT Librarians are expected to consistently use good customer service behaviors, such as making eye contact, smiling, and presenting open body language, with customers and staff.
9. IT Librarians are expected to show respect for all customers and coworkers. By meeting this expectation, Librarians will ensure that no customer or staff complaints are received about their behavior.
10. IT Librarians are expected to monitor the performance of library technology systems and services, and take appropriate action to correct problems within established parameters, and follow up on unresolved issues.
11. IT Librarians are expected to survey existing and emerging technologies and to recommend changes and upgrades to Library Administration when they benefit operations or customer service.
12. IT Librarians are expected to foster positive working relationships with Library staff, the Information Services department, and technology vendors.
13. IT Librarians are expected to respond to or acknowledge messages and requests in a timely manner.
14. IT Librarians are expected to stay up-to-date with public library and technology trends by regularly reading professional journals, attending training and conferences, etc.
15. IT Librarians are expected to provide instruction in the use of library technology in a cooperative, helpful manner and at a level appropriate to the staff member's or customer's needs.
16. IT Librarians are expected to model good training and adult learning practices for other Library staff.
17. IT Librarians are expected to demonstrate good judgment by exercising decision-making that

is consistently in the best interest of the Library.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

Drafted: 7/31/2012
Finalized: 9/5/2012

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Local History Librarian

Location: Central Library

Reports To: Library Supervisor

Department: LIBRARY

Representation Unit: Professionals

JOB SUMMARY:

Local History Librarians provide professional library leadership and services, including maintaining a local history and genealogy research collection, as part of the Library's mission to foster the cultural development of our communities.

ESSENTIAL DUTIES:

1. Assists customers with using the Local History and Genealogy department – _____ %
 - Meets customers' needs for information by answering reference questions and locating appropriate library resources
 - Provides help with library technology such as public computers, the library catalog and digital resources
 - Assists customers in finding specific items on shelves
2. Plans and administers library service for the Local History and Genealogy department – ____%
 - Plans and presents library programs and events for adults, teens and children related to the local history and genealogy of Brown County and Northeast Wisconsin
 - Maintains a pleasant, inviting library environment in the Local History and Genealogy department
 - Conducts in-service training workshops with schools and other community organizations
 - Represents the Library as a partner in local history or genealogy-related projects in the community
 - Trains and directs the work of volunteers who help with Local History and Genealogy projects.
 - Promotes library services through public speaking, conducting workshops and in-service events, and providing community organizations with information about the Library
3. Develops and maintains local history and genealogy collections – _____ %
 - Evaluates and selects library materials related to the history and genealogy of Brown County and Northeast Wisconsin
 - Maintains the library collection through regular review and periodic weeding
 - Evaluates and acquires donated books, maps, documents and other items related to local history and genealogy; handles historical documents and collections according to standard archival practices

SECONDARY DUTIES:

- Prepares and submits budget and Friends of the Brown County Library requests for the library
- Assists with or conducts large-scale projects and events
- Prepares statistics and other reports of library services
- Maintains professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
- Works with other staff and community partners to research, write and implement grant proposals
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- A Master's degree in Library Science from an accredited library school; or a Bachelor's degree in a field of study directly related to the job to be performed, including or supplemented by fifteen semester credits in Library Science, plus three years of related work experience; or any combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Considerable knowledge of public library principles, practices and techniques.
- Detailed knowledge of research techniques in local history and genealogy.
- Basic knowledge of standard archival and preservation practices.
- Strong verbal and written communication skills.
- Ability to make presentations to varying sized groups of adults, teens and children.
- Ability to maintain a calm demeanor under stressful or unsettling circumstances.
- Ability to effectively coordinate and direct the work of others.
- Ability to work independently with minimum supervision.
- Ability to multitask and prioritize.
- Ability to represent the Library in a responsible, professional and trustworthy manner.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library.
- Basic general computer skills, including keyboarding, word processing and email.
- Library computer skills, including searching, circulation and database use.
- Ability to use library and general office equipment, including computer, printer, photocopier, telephone, cash register and audio-visual equipment.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.

- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS:

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Local History Librarians are expected to model exceptional customer service behavior, such as greeting all library users with a smile, making eye contact, presenting open body language, and asking, "Did you find everything you were looking for?"
7. Local History Librarians are expected to answer reference questions accurately and in a timely fashion, with the source identified for the customer, or to refer more general questions to appropriate library staff for assistance.
8. Local History Librarians are expected to provide instruction in use of library technology in a cooperative, helpful manner and at a level appropriate to the customer's needs.
9. Local History Librarians are expected to maintain proficiency in all job-related areas in the Library's Technology Competencies.
10. Local History Librarians are responsible for maintaining a pleasant, inviting environment in the Library. This includes actively addressing and documenting customer behavior problems, keeping public and work spaces neat and organized, and maintaining visual attractiveness by correcting problems (such as out-of-order equipment, unfilled displays, litter, out-of-date signs or fliers, etc.).
11. Local History Librarians are expected to show respect for all customers and coworkers. By meeting this expectation, Local History Librarians will ensure that no customer complaints are received about their behavior.
12. Local History Librarians are expected to balance the more archival nature of the collection with the practical constraints of the public library when making collection development decisions.
13. Local History Librarians are expected to handle, process and store historical documents, books and other items in a way that does not subject them to unnecessary deterioration.
14. Local History Librarians are expected to communicate clearly, both orally and in writing. This includes communication information or concerns with coworkers and administration.
15. Local History Librarians are expected to respond to or acknowledge messages and requests in a timely manner.
16. Local History Librarians are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
17. Local History Librarians are expected to stay up-to-date with public library trends by regularly

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title: Branch Coordinator

Location: Ashwaubenon Branch
East Branch
Southwest Branch

Reports To: Library Supervisor

Department: LIBRARY

Representation Unit: Professionals

JOB SUMMARY:

Branch Coordinators are responsible for coordinating, planning and directing the activities and staff for library branches, and maintaining high standards of library service to customers in communities of Brown County.

ESSENTIAL DUTIES

1. Ensures the efficient day-to-day operations of the Library – _____%
 - Plans, schedules and directs the work of subordinates of a branch library.
 - Participates in all branch duties as necessary to provide and model the excellent customer service expected.
 - Instructs and trains employees in proper methods and procedures.
 - Inspects work in progress and upon completion.
 - Monitors and evaluates performance of staff.
 - Plans and conducts regular staff meetings.
 - Participates in hiring and discipline for subordinate personnel and assists with procedures.
 - Maintains branch collections through regular review and periodic weeding; participates in selecting library materials, as assigned.
 - Plans and presents activities and events for all ages.
2. Assists customers with using the Library – _____%
 - Meets customers' needs for information by answering reference questions and locating appropriate library resources
 - Recommends books and other materials based on customer preferences and knowledge of the collection
 - Provides help with library technology such as public computers, the library catalog and digital resources
 - Uses library circulation system to check materials in and out, and performs customer service for library accounts
 - Assists customers in finding specific items on shelves
3. Develops and implements system-wide initiatives – _____%
 - Attends meetings and in-service training to maintain knowledge base.
 - Compiles and analyzes information for assigned operational reports.
 - Recommends department staffing levels.

- Develops and is responsible for compliance with department policies and procedures.
- Prepares and submits budget and Friends of the Brown County Library requests for the branch library.

SECONDARY DUTIES:

- Assists with or conducts large-scale projects and events
- Maintains professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
- Develops partnerships with community organizations
- Works with other staff and community partners to research, write and implement grant proposals
- Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- A Master's degree in Library Science from an accredited library school; or a Bachelor's degree in a field of study directly related to the job to be performed, including or supplemented by fifteen semester credits in Library Science, plus three years of related work experience; or any combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Licenses and Certifications:

- None

Knowledge, Skills and Abilities:

- Considerable knowledge of public library principles, practices and techniques.
- Strong verbal and written communication skills.
- Ability to hire, train, supervise, evaluate, and discipline employees.
- Ability to make presentations to varying sized groups of children and adults.
- Ability to maintain a calm demeanor under stressful or unsettling circumstances.
- Ability to effectively coordinate and direct the work of others.
- Ability to work independently with minimum supervision.
- Ability to multitask and prioritize.
- Ability to understand, interpret and administer library policies and procedures.
- Ability to exercise independent judgment and make sound decisions.
- Ability to identify problems and take appropriate action to develop solutions, recommend strategies for prevention, or refer problems to Library administration.
- Ability to represent the Library in a responsible, professional and trustworthy manner.
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public.
- Ability to meet the flexible scheduling needs of the Library.
- Basic general computer skills, including keyboarding, word processing and email.
- Library computer skills, including searching, circulation and database use.
- Ability to use library and general office equipment, including computer, printer, photocopier, telephone, cash register and audio-visual equipment.

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds.
- Pushing and pulling objects weighing up to 50 pounds.
- Frequent sitting, standing, walking, kneeling and climbing.
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls.
- Frequent bending, twisting, squatting and reaching.
- Communicating orally in a clear manner.
- Distinguishing sounds at various frequencies and volumes.
- Distance vision sufficient to distinguish people or objects under a variety of light conditions.
- Vision sufficient to view computer screens and spine labels under a variety of light conditions.

EXPECTATIONS

1. All employees are expected to uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, library administrators, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively by dressing and behaving appropriately.
6. Branch Coordinators are expected to create a respectful work environment in which employees are able to express opinions, admit mistakes, and propose ideas and solutions.
7. Branch Coordinators are expected to model exceptional customer service behavior, such as greeting all library users with a smile, making eye contact, presenting open body language, and asking, "Did you find everything you were looking for?"
8. Branch Coordinators are expected to communicate new policies with employees as soon as they are implemented.
9. Branch Coordinators are expected to provide their employees with clear written duties and expectations.
10. Branch Coordinators are expected to provide feedback to employees as soon as they are aware of specific behavior or performance, to maintain documentation of coaching and feedback given to employees, and to review feedback with the employee at least annually.
11. Branch Coordinators are expected to communicate daily with on-duty staff to give and receive feedback and ideas regarding library operations.
12. Branch Coordinators are responsible for maintaining a pleasant, inviting environment in the Library. This includes actively addressing and documenting customer behavior problems, keeping public and work spaces neat and organized, and maintaining visual attractiveness by correcting problems (such as out-of-order equipment, unfilled displays, litter, out-of-date signs or fliers, etc.).
13. Branch Coordinators are expected to use readers' advisory tools and techniques to provide relevant and age-appropriate recommendations to customers.
14. Branch Coordinators are expected to answer reference questions accurately and in a timely fashion, with the source identified for the customer.
15. Branch Coordinators are expected to provide instruction in use of library technology in a cooperative, helpful manner and at a level appropriate to the customer's needs.

16. Branch Coordinators are expected to plan a schedule of regular programs and events, with content of interest and appropriate to the targeted audience.
17. Branch Coordinators are expected to ensure that the collection contains materials that are current, attractive, and appealing to all ages; available at a broad range of reading levels; and include information resources that are useful and relevant to the community's interests.
18. Branch Coordinators are expected to communicate clearly, both orally and in writing. This includes timely communication with coworkers and administration of information or concerns.
19. Branch Coordinators are expected to respond to or acknowledge messages and requests in a timely manner.
20. Branch Coordinators are expected to maintain proficiency in all job-related areas in the Library's Technology Competencies.
21. Branch Coordinators are expected to stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.
22. Branch Coordinators are expected to review the Library's long-range plan with staff at all levels at least annually.
23. Branch Coordinators are expected to stay up-to-date with public library trends by regularly reading professional journals, attending training and conferences, etc.
24. Branch Coordinators are responsible for reviewing work processes at least yearly to check on and to improve work flow and efficiency.
25. Branch Coordinators are expected to demonstrate good judgment by exercising independent decision-making that is consistently in the best interest of the Library.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

drafted: 6/23/2012
finalized: 9/5/2012

NEW Zoo Operations Report: September 2012

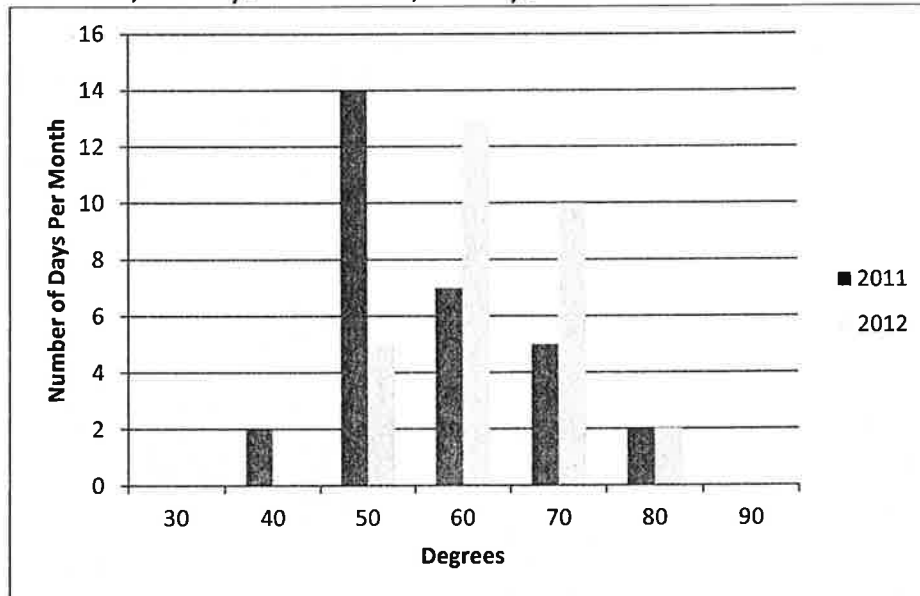
Noteworthy:

Average Temperature recorded at the zoo in September 2011 = 62°F

2 days in the 40's, 14 in the 50's, 7 in the 60's, 5 in the 70's, and 2 in the 80's

Average Temperature recorded at the zoo in September 2012 = 67°F

5 days in the 50's, 13 days in the 60's, 10 days in the 70's & 2 in the 80's



Lowest temperature for period in 2011: 45°F Highest Temp: 81°F

Lowest temperature for period in 2012: 53°F Highest Temp: 80°F

September

- Attendance for 2012 was up by over 2,300 guests vs. the same period in 2011. This accounted for an increase in revenue of \$21,535 over 2011.
- Zoo Passes increased by \$681.00.
- Sales at the Mayan were up by \$9,400 vs. 2011!
- Gift Shop sales for September 2012 was up vs. 2011 by \$1,400.
- 182 Senior Citizens stopped by the Zoo and enjoyed complimentary cookies and coffee on Senior Citizen Day at the NEW Zoo on September 5th
- 125 guests attended a wedding held here on the Zoo grounds. The Bridal party posed for pictures on the carousel, and received a visit from someone on the Zoo staff that always wears a tuxedo... An African Penguin joined their special day as part of an animal encounter coordinated with the Educational Department.
- 310 "walkers" participating in the Alzheimer's Memory Walk were provided with admission to the NEW Zoo on behalf of that organization.
- North Shore Bank was secured as the "Zoo Boo 2012" main sponsor – contributing \$10,000 towards the event!
- Treat Table sponsors, Haunted Hay Rides and other items associated with Zoo Boo have been set in motion for the month ahead.

NEW ZOO
ADMISSIONS REVENUE ATTENDANCE
2012 REPORT
2010, 2011, 2012

ATTENDANCE

MONTH	2010	2011	2012
January	834	592	1,478
February	1,649	1,240	2,705
March	11,754	4,112	16,576
April	29,292	16,835	27,117
May	38,070	34,741	37,257
June	41,647	43,321	38,457
July	39,142	40,042	31,800
August	42,345	48,792	39,342
September	17,938	15,637	17,907
October	27,836	31,148	
November	2,571	2,693	
December	1,266	1,949	
TOTAL	254,344	241,102	212,639

ADMISSION & DONATIONS

MONTH	2010		2011		2012		2010		2011		2012	
	ADMISSIONS	DONATION BIN	ADMISSIONS	DONATION BIN	ADMISSIONS	DONATION BIN	ADMISSIONS	DONATION BIN	ADMISSIONS	DONATION BIN	ADMISSIONS	DONATION BIN
January	1,532.00	590.80	1,239.00	389.55	2,544.25	499.00	1,305.25	1,84	2,09	1,72	1,305.25	1,84
February	3,714.10	41.00	2,506.00	429.78	4,438.00	227.35	1932.00	2,25	2,02	1,64	1932.00	2,25
March	27,371.74	184.00	9,485.00	83.95	57,832.00	5.00	48367.00	2,33	2,30	3,49	48367.00	2,33
April	57,448.67	931.97	33,618.40	-	70,708.04	1,063.92	37089.64	1,96	2,00	2,61	37089.64	1,96
May	118,802.99	427.56	100,768.40	515.18	139,311.23	479.48	38542.83	3,12	2,90	3,74	38542.83	3,12
June	112,869.92	385.04	122,512.42	526.74	155,736.01	479.34	33223.59	2,71	2,83	4,05	33223.59	2,71
July	115,654.19	483.99	123,122.83	616.58	134,766.05	912.97	11643.22	2,95	3,07	4,24	11643.22	2,95
August	129,290.88	476.65	141,956.40	547.61	160,778.75	474.79	18822.35	3,05	2,91	4,09	18822.35	3,05
September	50,826.50	657.88	50,013.28	791.07	71,549.06	1,280.76	21535.78	2,83	3,20	4,00	21535.78	2,83
October	30,099.13	131.50	36,991.97	469.46				1,08	1,19			1,08
November	6,103.00	251.00	7,318.45	186.05				2,37	2,72			2,37
December	3,380.28	1,552.00	4,801.73	271.41				2,67	2,46			2,67
TOTAL	\$657,093.40	\$6,113.39	\$634,313.88	\$4,827.38	\$797,663.39	\$5,422.61	212461.66	\$2.43	\$2.47	\$3.29	212461.66	\$2.43

**NEW ZOO
GIFT SHOP, MAYAN
ZOO PASS REVENUE
2012 REPORT**

					2010	2011	2012
					PER	PER	PER
					CAP	CAP	CAP
Paws & Claws	2010	2011	2012	(-)/(+)			
Gift Shop							
January	\$ 1,100.43	\$ 850.64	\$ 1,039.73	\$ 189.09	\$1.32	\$1.44	0.70
February	\$ 1,733.75	\$ 1,813.73	\$ 2,590.76	\$ 777.03	\$1.05	\$1.46	0.96
March	\$ 10,694.13	\$ 4,436.34	\$ 17,393.87	\$ 12,957.53	\$0.91	\$1.08	1.05
April	\$ 25,606.74	\$ 12,644.60	\$ 25,425.46	\$ 12,780.86	\$0.87	\$0.75	0.94
May	\$ 41,462.02	\$ 36,626.74	\$ 40,899.61	\$ 4,272.87	\$1.09	\$1.05	1.10
June	\$ 45,906.57	\$ 44,855.32	\$ 42,680.43	\$ (2,174.89)	\$1.10	\$1.04	1.11
July	\$ 44,312.40	\$ 46,882.07	\$ 42,478.70	\$ (4,403.37)	\$1.13	\$1.17	1.34
August	\$ 48,932.87	\$ 50,252.33	\$ 40,950.79	\$ (9,301.54)	\$1.16	\$1.03	1.04
September	\$ 16,193.99	\$ 15,149.13	\$ 16,563.22	\$ 1,414.09	\$0.90	\$0.97	0.92
October	\$ 17,078.70	\$ 18,782.65			\$0.61	\$0.60	
November	\$ 2,444.98	\$ 3,733.23			\$0.95	\$1.39	
December	\$ 1,847.89	\$ 3,659.67			\$1.46	\$1.88	
TOTAL	\$ 257,314.47	\$ 239,686.45	\$ 230,022.57	\$ 16,511.67	\$ 1.05	\$ 1.15	\$ 1.02

					2010	2011	2012
					PER	PER	PER
					CAP	CAP	CAP
Mayan	2010	2011	2012	(-)/(+)			
Taste of Tropic							
January	\$ 1,702.25	\$ 974.96	\$ 1,739.60	\$ 764.64	\$2.04	\$1.65	\$1.18
February	\$ 2,542.97	\$ 1,677.23	\$ 2,909.96	\$ 1,232.73	\$1.54	\$1.35	\$1.08
March	\$ 13,071.01	\$ 4,831.74	\$ 19,988.69	\$ 15,156.95	\$1.11	\$1.18	\$1.21
April	\$ 22,461.64	\$ 13,908.56	\$ 31,085.05	\$ 17,176.49	\$0.77	\$0.83	\$1.15
May	\$ 40,170.65	\$ 33,326.69	\$ 40,333.93	\$ 7,007.24	\$1.06	\$0.96	\$1.08
June	\$ 44,864.86	\$ 47,807.81	\$ 47,150.95	\$ (656.86)	\$1.08	\$1.10	\$1.23
July	\$ 48,815.59	\$ 52,190.85	\$ 51,853.30	\$ (337.55)	\$1.25	\$1.30	\$1.63
August	\$ 52,917.17	\$ 57,760.72	\$ 52,829.77	\$ (4,930.95)	\$1.25	\$1.18	\$1.34
September	\$ 19,543.36	\$ 19,539.45	\$ 28,950.70	\$ 9,411.25	\$1.09	\$1.25	\$1.62
October	\$ 22,334.07	\$ 25,618.50			\$0.80	\$0.82	
November	\$ 2,874.40	\$ 2,972.94			\$1.12	\$1.10	
December	\$ 1,797.83	\$ 2,594.06			\$1.42	\$1.33	
TOTAL	\$ 273,095.80	\$ 263,203.51	\$ 276,841.95	\$ 44,823.94	\$1.21	\$ 1.17	\$1.28

ZOO PASS							
MONTH	2010	2011	2012	(-)/(+)	NEW	RENEWAL	TOTAL
January	\$ 2,317.00	\$ 1,385.00	\$ 1,872.00	\$ 487.00	14	10	24
February	\$ 3,177.00	\$ 2,485.00	\$ 2,878.00	\$ 393.00	33	10	43
March	\$ 17,882.00	\$ 8,042.00	\$ 20,763.00	\$ 12,721.00	284	27	311
April	\$ 24,530.00	\$ 21,614.00	\$ 20,150.00	\$ (1,464.00)	233	83	316
May	\$ 28,047.00	\$ 24,232.00	\$ 14,759.00	\$ (9,473.00)	171	102	273
June	\$ 25,770.00	\$ 20,412.00	\$ 16,591.00	\$ (3,821.00)	249	120	369
July	\$ 18,033.00	\$ 12,127.00	\$ 12,066.00	\$ (61.00)			139
August	\$ 14,188.00	\$ 10,538.00	\$ 10,579.00	\$ 41.00			155
September	\$ 6,816.00	\$ 5,341.00	\$ 6,022.00	\$ 681.00			145
October	\$ 5,581.00	\$ 5,036.00					
November	\$ 4,494.00	\$ 5,802.00					
December	\$ 8,660.00	\$ 10,079.00					
TOTAL	\$ 159,495.00	\$ 127,093.00	\$ 105,680.00	\$ (496.00)	984	352	1775

September, 2012 Zoo Revenue after Taxes

Revenue (after taxes)													
Day	Date	Admission	Concessions	Gift Shop	Vending	Vending Non Tax	Zoo Pass	Bopt/Zoomob	Donation	Conservation	Misc	Special Even	Sales Tax
Mon	3	6,581.29	1,880.67	1,206.48	1,147.87	-	310.00	20.00	-	-	11.37	-	233.56
Tue	4	815.22	245.86	192.36	205.21	-	108.00	-	-	-	1.90	-	35.50
Wed	5	772.95	311.04	245.71	878.89	-	502.00	4.00	-	-	-	50.00	78.96
Thu	6	1,340.00	413.70	269.35	219.53	-	615.00	-	-	-	3.79	-	49.85
Fri	7	92.00	26.61	25.98	18.77	-	134.00	100.00	-	-	-	-	3.92
Sat	8	6,093.19	1,800.31	1,417.21	918.29	-	-	-	-	-	3.79	125.00	227.69
Sun	9	2,337.87	918.28	627.54	423.41	-	123.00	4.00	-	-	5.69	-	108.62
Mon	10	1,393.00	881.38	370.08	344.74	-	249.00	100.00	-	-	-	200.00	87.79
Tue	11	864.09	322.96	219.93	157.35	-	123.00	10.00	-	-	-	-	38.51
Wed	12	952.20	371.59	333.22	136.03	-	54.00	2.00	276.69	-	3.79	-	46.45
Thu	13	1,512.18	3,147.67	37.42	128.89	-	64.00	-	4.07	-	-	400.00	182.27
Fri	14	2,274.92	542.48	484.96	331.56	-	192.00	104.00	-	-	5.69	-	75.06
Sat	15	5,684.77	1,937.79	1,419.80	924.83	-	256.00	10.00	-	-	9.48	-	236.06
Sun	16	5,710.97	1,965.98	1,228.35	877.54	-	228.00	6.00	-	-	17.06	-	224.89
Mon	17	515.97	103.57	82.24	99.34	-	-	-	-	-	-	-	15.68
Tue	18	1,015.44	1,629.07	460.72	82.46	250.00	64.00	-	-	-	3.79	200.00	119.69
Wed	19	418.00	164.43	48.23	1,278.99	-	-	-	-	-	1.90	-	82.14
Thu	20	1,008.25	379.75	184.96	103.84	-	192.00	74.00	-	-	3.79	117.09	36.98
Fri	21	463.00	134.71	181.34	91.99	-	59.00	-	-	-	-	32.00	22.44
Sat	22	3,157.43	1,193.69	803.13	415.36	-	182.00	-	-	-	1.90	40.00	132.77
Sun	23	2,954.22	810.42	514.50	3,302.47	-	128.00	26.00	-	-	3.79	213.00	254.72
Mon	24	1,152.24	524.73	217.26	107.11	-	502.00	100.00	-	-	1.90	-	46.80
Tue	25	1,801.76	263.22	89.36	195.26	-	300.00	345.00	1,000.00	-	-	8.00	30.13
Wed	26	1,037.99	294.06	237.25	154.41	-	180.00	-	-	-	1.90	-	37.81
Thu	27	762.86	272.85	152.96	80.57	-	118.00	75.00	-	16.40	-	-	27.85
Fri	28	1,640.11	649.54	235.38	250.24	-	128.00	30.00	-	-	3.79	-	62.65
Sat	29	4,376.88	1,485.62	862.13	529.86	-	64.00	2.00	-	-	5.69	40.00	158.57
Sun	30	2,198.26	654.42	457.19	359.43	-	59.00	-	-	-	3.79	-	81.12



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